



HUMAN RESOURCES OFFICE U.S. EMBASSY DHAKA

VACANCY ANNOUNCEMENT

ANNOUNCEMENT NUMBER – 099 - 09

- OPEN TO:** **All Qualified Interested Candidates**
- POSITION:** **Visa Information Assistant, FSN-8; FP-6**
(Salary approx. Tk. 44,000 per month)
OR,
Depending on qualifications and experience,
incumbent may be hired at a trainee grade below:
Trainee Visa Information Assistant, FSN-7;
FP-7; (Salary approx. Tk. 38,000 per month)
- OPENING DATE:** **December 17, 2009**
- CLOSING DATE:** **January 4, 2010** (before 4:30 p.m.)
- WORK HOURS:** Full-time; 40 Hours/5 days per week

NOTE: ALL APPLICANTS MUST BE RESIDING IN BANGLADESH AND HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Bangladesh is seeking applications for the position **Visa Information Assistant** for the Immigrant Visa (IV) Unit of the Consular Section.



BASIC FUNCTION: The incumbent is the senior of two immigrant visa (IV) unit information assistants and is responsible for answering correspondence and enquires concerning all categories of Immigrant Visas by e-mail, phone and walk on basis. S/he executes all procedures associated with processing and printing of immigrant visas, performs important fraud detection functions and other duties as assigned.

MAJOR DUTIES AND RESPONSIBILITIES:

A. Visa Information Services

✚ Serves as the IV Unit's principal interface with the public including American citizen petitioners, beneficiaries, attorneys, employers, and other interested parties. Fields a significant number of inquiries regarding the status of specific cases in all categories of immigrant visas, including Immediate Relative, Family Preference, Diversity Visa and employment-based visas. Responds to inquiries in person, by mail, e-mail, or by telephone in both English and Bengali using form templates and individually drafted correspondence. Demonstrates a strong grasp of the relevant elements of the Immigration and Nationality Act (INA), including Patriot Acts and Child Status Protection Act, and be able to explain these laws as they apply to individual cases to the public. Consults with the IV supervisor or adjudicating officers on very complex cases, if necessary. Ensures that all written correspondence on immigrant visa issues is answered in a timely and responsive manner. Responsible for the prompt delivery of mass mailings and prompt response to Congressional inquiries.

B. Immigrant Visa Processing and Production

✚ Executes all procedures associated with the processing and printing of IV applications, including fraud screening and detection, photo-capturing, finger scanning, applicant pre-screening, security clearance processing, printing of approved visas and passport pass back to applicants. Responsible for following correct Departmental Standard Operating Procedures for all types of visas. Must possess a thorough knowledge of all IV-related computer and filing systems. Controls visa processing and production related functions. Additionally, assembles IV and DV packets per DHS rules and regulations and deliver these to the applicants along with appropriate instructions as required. Must maintain IV visa files accurately, as well as quickly retrieving cases for fingerprint and interview and filing cases that have been fingerprinted, interviewed and refused. Completes all assigned tasks with a high degree of accuracy and within prescribed time deadlines. Possess a detailed working knowledge of the pertinent regulations and procedures for all types of cases handled by the IV Unit. Also responsible to follow the correct



Departmental Standard Operating Procedures for infrequently seen specialized Immigrant Visa cases of I-130 Petitions, Special Immigrant Visas (SIV), Returning Residents (SB1), Employment-based Follow-To-Join (I-824) cases, IV Waivers and Adoptions. Processes unusual or complex immigrant visa cases and makes recommendations to the IV supervisor and adjudicating officers.

C. Assistance and Support to Adjudicating Officers

✚ Serves as an interpreter for American adjudicating officers during visa interviews on a daily basis. Serves as the initial screen to detect visa fraud, including impostors and false documents. Using his/her in-depth knowledge of Bangladeshi society, economy, political environment and cultural norms, incumbent alerts the adjudicating officer to evidence of documentary, identity, age, or relationship fraud or unusual circumstances. Draws on in-depth knowledge of local culture and customs to help the Officer understand cases in their social and economic context.

D. Direct Customer Service

✚ Provides applicants and their families with information concerning requirements and procedures for applying for all types of visas processed by the section. Prescreens IV cases, independently advises applicants of supplementary documents required when necessary, and alerts the IV supervisor and adjudicating officers with respect to missing documents and to cases requiring special handling or attention. Assists applicants in obtaining and completing requisite application forms and documents; and makes recommendations concerning applicant readiness for visa interview. Advises applicants with respect to U.S. immigration formalities after their admission to the U.S.





QUALIFICATIONS REQUIRED:

- 1. Education:** Completion of a three-year bachelor's degree from a recognized University in any discipline. *(You must attach a copy of your bachelor degree certificate along with your application form.)*
- 2. Language Proficiency:** Level IV (Fluent) in both English and Bangla. Ability to write English at the U.S. high school graduate level is required. Able to serve as interpreter for English speaking colleagues. English language proficiency will be tested.
- 3. Prior Work Experience:** Three years experience in administrative, governmental or para-professional fields.



4. Knowledge: Thorough understanding of Bangladeshi culture and social environment.

5. Skills and Abilities:

-  Must be able to perform duties effectively and tactfully in a high-pressure environment.
-  Must have excellent interpersonal skills. Ability to demonstrate well-developed team skills and contribute to a collegial work environment.
-  Advanced oral and written English language communications skills.
-  Good computer skills including knowledge of applications and ability to use sophisticated consular software.

SELECTION PROCESS:

It is essential that the candidates address the required qualifications above in the application. **Applicants who do not provide evidence that they meet the above qualification requirements may not be considered.** When equally qualified, US Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference.

ADDITIONAL SELECTION CRITERIA:

- 1.** Management will consider nepotism/conflict of interest, and residency status in determining successful candidacy.
- 2.** Current employees serving a probationary period are not eligible to apply.
- 3.** Currently employed US Citizen EFM's who hold a FMA appointment or PSA are ineligible for advertised positions within the first 90 calendar days of that appointment.
- 4.** Currently employed Not Ordinarily Residents (NORs) hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired on a When Actually Employed (WAE) work schedule.
- 5.** The candidate must be able to obtain and hold a security clearance.



TO APPLY:

Interested candidates are requested to submit the following:

1. Bangladeshi candidates will submit the "Application for Employment as a Foreign Service National" form either By Hand with No Envelope or FAX at 9887825. Blank application forms are available at the south barrier of the U.S. Embassy (near the Vatican Embassy) and at our website at: dhaka.usembassy.gov. A copy is also attached hereto for your convenience.

[Application Form](#)

2. Interested USEFM, EFM, MOH, and local resident Americans are requested to submit a letter of application stating their interest along with updated OF- 612 (Application for Federal Employment). A copy is also attached hereto for your convenience.

[OF-612](#)

Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.

All applicants must complete application forms, attach a passport size photograph and a copy of educational or trade school certificate. Inaccuracies, omissions or false statements may be cause for disqualification or termination of employment. Information given on the application may be verified at anytime.

SUBMIT APPLICATION TO:

Human Resources Office

Attention: HRO

Address: Embassy of the United States of America
Madani Avenue, Baridhara
Dhaka – 1212

POINT OF CONTACT:

Human Resources Assistant

Telephone # 885-5500, Ext: 2533

Fax # 9887825



DEFINITIONS:

- 1. US Citizen Eligible Family Member (USEFM):** Family Members at least age 18 listed on the travel orders of a direct hire Foreign of Civil or uniformed service member stationed to a US Foreign Service post or establishment abroad and is under COM authority. The USEFM resides with the sponsoring employee at post or at an Involuntary Separate Maintenance Allowance (ISMA) location.
- 2. Eligible Family Member (EFM):** Family Members at least age 18 listed on the travel orders of a Foreign of Civil Service or uniformed service member permanently assigned to or stationed to a US Foreign Service post or establishment abroad with a USG agency that is under COM authority who do not meet the definition of USEFM.
- 3. Member of Household (MOH):** An individual accompanying a direct-hire Foreign, Civil, or uniformed service member to their assigned post abroad. The individual has been officially declared by the USG employee to the COM as part of his/her household but is not an EFM and is not on the travel orders of the sponsoring employee.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. citizen.

NOTE: *"Members of the same family (father, mother, spouse, child, brother, sister, uncle, aunt, first cousin, niece, nephew, grandparent or grandchild, in-laws or step-relatives) will not be employed at the same time in the same agency unless it is in the best interests of the Mission and approved by the Director of the agency involved. In no case will family members be employed in the same working unit of an agency."*

The US Mission in Dhaka provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

Cleared by:

HRO: X

CONS: X

FMO: X

MGT: X